

Tennessee Relay Service Report  
Annual Consumer Complaint Log Summary  
June 29, 2000 to May 31, 2000

Date Filed	Date Closed	Complainant	Complaint	Resolution
1/20/01	3/3/01	Susan Jenkins 5874 Brentwood Trace Brentwood, TN 37027	<p>Filed against Tennessee Relay Center and AT&amp;T</p> <p>My husband and I chose Amerivision as our long distance carrier, but was billed by AT&amp;T. This has been going on for a year. Last bill included charges from AT&amp;T instead of your chosen carrier Amerivision.. AT&amp;T stated that complainant was their customer and that BellSouth routes calls to them. BellSouth stated that they had not been routing calls to AT&amp;T.</p>	<p><b>3/ 20 Tennessee Relay Center Response:</b>  Amerivision does not currently participate in the Relay  Industries Carrier of Choice (COC) platform. Amerivision  need to put the infrastructure in place to connect to the  AT&amp;T network. The Amerivision network needs to be  joined with the AT&amp;T network in specific locations in each  state that AT&amp;T provides relay service. It is this joining of  the networks that allows AT&amp;T Relay to put the long  distance call through on the Amerivision network and have  Amerivision bill the end user directly.</p> <p><b>3/15 AT&amp;T Response:</b>    The calls billed were operator assisted calls made over the  AT&amp;T network. AT&amp;T does not route calls over the AT&amp;T  network, they are routed via the local company or the  customer accessing the network directly. If the customer  calls are not routed over the AT&amp;T network, she should not  receive a bill from AT&amp;T. AT&amp;T could not pull up in ramp.  AT&amp;T send a letter and left message for complainant via  TTY requesting a return call.</p> <p>TRA: Carrier of Choice issue.  “Not Chargeable” – Tennessee Relay Center  “Not Chargeable” – AT&amp;T</p>